

# Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to SRS Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: ( ) NEW POSITION ( X ) EXISTING POSITION

## PART I - Position Description

1. Agency Name Department for Children and Families		9. Position Number K0132050		10. Budget Program Number PCA 01112	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Program Consultant I		
3. Division Operations			12. Proposed Class Title		
4. Section Office of Financial Management			13. Allocation		
5. Unit Collections			14 (a). Effective Date		14 (b). FLSA Code
6. Location (address where employee works) City 8 <sup>th</sup> Floor S Docking County Shawnee - Topeka			15. By Approved		
7. (Circle appropriate time) <input checked="" type="radio"/> Full Time <input type="radio"/> Perm <input type="radio"/> Inter <input type="radio"/> Part Time <input type="radio"/> Temp <input type="radio"/> %			16. Audit Date: By: Date: By:		
8. Regular Hours (circle appropriate time) From: M-F 7:15 AM/PM To: 3:45 AM/PM			17. Position Reviews Date: By:		

## PART II - Organizational Information

## Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

This position handles all collection activities for several agency sponsored programs. Once a benefit overpayment claim or judgment is established, this person will send out the Repayment Agreement, answer/research/resolve customer calls, track/monitor/update claims and provide additional administrative or technical support needed to effectively and efficiently collect all outstanding debt. This position supports the agency's effort to comply with all applicable federal and state regulations.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

**Name:** Kimberly L Holter

**Title:** Public Service Executive II

**Position Number:** K0225587

Who evaluates the work of an incumbent in this position.

**Name:** Kimberly L Holter

**Title:** Public Service Executive II

**Position Number:** K0225587

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

- a) This employee will work independently, determining the most appropriate methods and procedures using their education and experience.
- b) Assignments are generally verbal. This person is responsible for maintaining current and detailed process manuals for all significant areas of responsibility. This position is also responsible for researching, understanding and following all state and federal guidelines related to all applicable tasks.
- c) Assignments are generally verbal and conceptual. This person will be expected to develop a workable plan for accomplishing the tasks of the Collections section.
- d) Which statement best describes the result of error in action or decision of this employee.
  - ( ) Minimal property damage, minor injury, minor disruption of the work flow.
  - ( X ) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
  - ( ) Major program failure, major property loss, or serious injury of incapacitation.
  - ( ) Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); **\*How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed ). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position.

No.	%	E or M	
			<p>Professional Attitude: While performing your tasks (listed in Item #21 of this position description) as a representative of the Department for Children and Families you are expected to:</p> <ul style="list-style-type: none"> <li>• Demonstrate an attitude of respect, i.e., be attentive to the customer, communicate in a polite and professional tone of voice, return phone calls within a reasonable period of time (as defined by your supervisor or program policy), process requests as quickly as possible, etc.</li> <li>• Demonstrates a willingness to help. Remember that your customer is anyone needing or asking for your assistance, including the individuals requesting information on their debt, community partners, state and community leaders, and your fellow employees within the agency.</li> <li>• Encourage individuals to identify and fulfill their own responsibilities.</li> <li>• Practice personal self-discipline and maintain ethical and professional behavior in times of frustration with difficult customers.</li> <li>• Provide information and service to those seeking assistance from this agency. If you are unable to directly provide that service or information, you should offer to connect them with someone who can assist or advise them. If the latter option is used, you will follow through with the referral.</li> </ul> <p>Failure to demonstrate a professional attitude will directly reflect on the organization, the quality of service you provide, and will be considered unacceptable.</p>
I.	45	E	<p>Administrative Management</p> <ul style="list-style-type: none"> <li>• Communicates with Supervisor and staff. (daily)</li> <li>• Communicate directly with consumers to provide overall administration regarding collection efforts, payments, offsets and refunds.</li> <li>• Research case information for Repayment Agreements, Administrative Hearings, customer questions, etc. by interpreting and applying numerous complex policies and regulations governing these efforts.</li> <li>• Detailed knowledge of KAECSSES, the Food Stamp Program, and other DCF programs is critical.</li> <li>• Negotiates voluntary repayment agreements and answers questions about the overpayment, monitors payments. Update both open and closed claims in KAECSSES with repayment plan. (daily)</li> <li>• Coordinates collection efforts with DCF legal departments, regional DCF offices and other collectors. (as needed)</li> <li>• Primary contact person with staff in DCF offices, regional and national programs regarding all collection related activity and research.</li> <li>• Utilization of fundamental accounting principles and a general understanding of legal terminology/principles are necessary in analyzing, quantifying and applying policy. (daily)</li> <li>• Prepare documentation and represent DCF during appeals process.</li> <li>• Primary Collections section contact for the Debt Set-Off Program.</li> </ul>
II.	20	E	<p>Data Management</p> <ul style="list-style-type: none"> <li>• Initiate, update and monitor claims on KAECSSES. (daily)</li> <li>• Identify claims to be submitted for set-off. (daily)</li> <li>• Maintain CSS databases for monthly, quarterly and budgetary reporting. Database will also be used by this position to generate customer billing statements. (as needed)</li> <li>• Develop, maintain and facilitate databases for monthly, quarterly and budgetary reporting. (as needed)</li> <li>• Determine when claim balances in the KAECSSES system need to be adjusted due to bankruptcies, judgments, write-offs (compromised), etc. Responsible for monitoring all outstanding claims. (daily, as needed)</li> </ul>
III.	30	E	<p>Record Keeping and Integrity</p> <ul style="list-style-type: none"> <li>• Monitors client payments and bills clients as needed. (daily)</li> <li>• Determines when refunds are needed.</li> <li>• Follows all federal and state requirements concerning confidentiality of sensitive information and records, including information from the IRS. Records are safeguarded and this position ensures that they are shredded accurately and timely. (daily)</li> <li>• Manages and documents client files with written agreements, court documents, and client contact. This process includes electronic scanning and data sharing. (daily)</li> <li>• Refers uncollectible program overpayment debts to the State Debt Set-Off Program for collection. (as needed)</li> <li>• Terminate claims for all programs at field request due to death and other reasons. (as needed)</li> </ul>
IV.	5	E	<p>Backup and Support</p> <ul style="list-style-type: none"> <li>• Work collaboratively with other central office staff and field staff to improve the quality of service to internal and external customers.</li> <li>• Backup the federal TOP and state DSO set-off functions.</li> <li>• Other duties as assigned.</li> </ul>

\* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

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Failure to perform essential functions would cause severe financial and emotional hardships for customers and could result in the loss of Federal funds and/or fiscal sanctions to the State of Kansas.

Consistency is critical. If a claim is not handled in a timely manner, or if one claim is handled more aggressively than another similar claim, the agency may be held liable in court.

Per the Strategic Plan, we are all responsible for providing the best possible customer service. If the person in this position does not handle a hostile phone call with patience and diplomacy, the reputation of the agency may suffer. DCF customers have proven their willingness to take their complaints straight to the Governor.

Failure in either of these areas will result in immediate disciplinary action.

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23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- ( ) Plans, staffs, evaluates, and directs work of employees of a work unit.
- ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

**Class Title**

**Position/KIPPS Number**

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position involves daily, frequent contact with agency customers, agency employees, other agencies, legal departments, government officials and the general public.

Provides daily dissemination of information regarding state and federal regulations, policies and procedures.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

Lifting – Storage boxes can weigh up to 30 pounds.

Reaching, Bending, Stretching, Repetitive Motion – File maintenance, computer operation, etc.

Walking – This position could be required to walk to the Landon building, or other state office building in the downtown Topeka area.

Stress – Customers may scream, curse, blame and/or hang-up during phone conversations.

Sitting and/or eye strain – Long periods of time may be spent on a computer.

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26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

- 1) Desktop computer - daily
- 2) Phone - daily
- 3) 10 Key adding machine - daily
- 4) Fax machine – as needed
- 5) Copier/printer - daily

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### **PART III - Education, Experience and Physical Requirements Information**

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27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

Six months of experience in planning, implementing and monitoring activities relevant to the agency's programs. Education may be substituted for experience as determined relevant by the agency.

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28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

High level of organizational skills

Time management skills

KAECSES experience

Excel, Word and Access experience

High level of phone and email diplomacy. Incoming phone calls and email are often hostile. Responses must be professional.

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

Four year Bachelor's degree in Social Work, Finance, Business or other applicable field.  
Two years of experience answering phones in a customer service environment.  
Two years of experience on KAECSSES or other debt collection program.  
Two years of experience with case management

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29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

Significant time is spent either in customer contact or collateral contact and in documentation using paper and computer files. Customer contact will be either written correspondence or by telephone. Extended periods of time may be spent inputting data into computer systems. A significant amount of information, training and communication is transmitted via e-mail and various other electronic medium, which is expected to be used as an everyday tool in this position for instruction, operations, documentation, etc. Collateral contacts may be on the phone or by written correspondence. All activities are directed towards collection of benefit overpayments and fraud.

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30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

Due to contact with potentially hostile customers, the personal identity of the members of this team must be kept confidential. Full names should not be used on any email, paper mail, or phone message sent to an DCF customer. Generic email boxes and phone numbers are provided.

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#### **PART IV - Signatures**

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Signature of Employee

Date

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Signature of Personnel Officer

Date

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Signature of Supervisor

Date

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Signature of Agency Head or Appointing  
Authority

Date